Information Technology Plan

For 2014-2016 Biennium

By

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Contents

1 INTRODUCTION

1.1 PURPOSE

The purpose of this document is to provide agency data for the Information Technology Plan for the 2014-2016 Biennium to the North Carolina State Chief Information Officer (SCIO) as required by G.S. 147-33.72B.   The statute mandates that each agency submit a technology plan to the SCIO by October 1 of each even-numbered year.   The State Information Technology Plan (Plan) is required to cover a five-year time period.   To properly inform the Plan, agency plans are also required to cover a five-year time period.

1.2 ROADMAP

Goal	Objective	Initiative	Description	Funding Mechanism
Goal 1 Centralize Voter Registration application	Objective 1.1	Initiative 1.1.1	Centralize application	State / Federal funds
	Objective 1.2	Initiative 1.1.2	GIS integration	State / Federal funds
	Objective 1.3	Initiative 1.1.3	OCR/ICR integration	State / Federal funds
	Objective 1.4	Initiative 1.1.4	Source code upgrade	State / Federal funds
Goal 2 Upgrade Campaign Finance Application	Objective 2.1	Initiative 2.1.1	Centralize, upgrade and deploy application to all counties	State funds
Goal 3 Upgrade Campaign Finance remote / treasurer application	Objective 3.1	Initiative 3.1.1	Upgrade and make application web based.	State funds

2 NCSBE IT PLAN EXECUTIVE SUMMARY

2.1 AGENCY BACKGROUND

The State Board of Elections (SBE) is the state agency charged with overall responsibility for administration of the elections process and campaign finance disclosure in North Carolina. The agency's duties are to promote consistent administration and equal application of all elections and campaign finance laws, rules, and regulations. SBE strives to promote among the citizens of North Carolina confidence in the integrity of the free election process through the consistent administration and equal application of all election and campaign finance laws, rules, and regulations. SBE is supported by a 20 member professional technology staff overseeing day-to-day operations of the State Board office in Raleigh (administration, campaign reporting and voting systems).

2.2 AGENCY FUNCTIONS

The SBE is responsible for administering the elections process and campaign finance disclosure in the State. The agency serves the public by supervising all primary and general elections held in the State. To this end, the SBE enforces election laws and promulgates reasonable rules and regulations governing the conduct of primaries and elections in the State. The office is comprised of four functional divisions:

2.2.1 Voter Administration

Including general supervision of 100 county boards of elections in administering elections and related laws, certifying election results, voter outreach, voter registration, absentee voting, education/training, investigations/audits, and legal matters. In addition, this division is responsible for implementing voting policies and procedures, and guidance of Election Day workers.

2.2.2 Voting Systems

Including general supervision of 100 county boards of elections in administering, certifying and maintaining voting systems. These systems include SBE certified voting equipment including voting systems software, tabulators, direct record voting equipment and election night reporting software.

2.2.3 Campaign Reporting

Including public education; ensure compliance of all political committees and other regulated entities with North Carolina campaign finance laws; assistance and training to candidates, political committee treasurers and county/municipal boards of elections and staff; investigating complaints, conducting research and preparing analyses in preparation for the State Board to hold evidentiary hearings, providing for electronic filing, and conducting training.

2.2.4 Information Systems

Including implementing and maintaining the statewide election information management system (SEIMS) and a campaign finance system. Maintaining these systems include a hardware infrastructure, software development, and support. Support includes providing assistance and training to County Board of Election officials and staff, campaign committees, and making statewide election data available to the public.

3 GUIDANCE

3.1 SCIO GUIDANCE

IT Vision

Making government services more accessible and efficient for all consumers is the foundation of the One IT strategy.

IT Mission

Promoting a stronger North Carolina that connects citizens, businesses, education, and government is the mission of IT.

IT Strategies

Strategies focus organizations to achieve complicated goals or objectives. With an eye to the future while sustaining current foundational requirements, the SCIO has adopted the "ABC" strategy to fix and modernize IT.
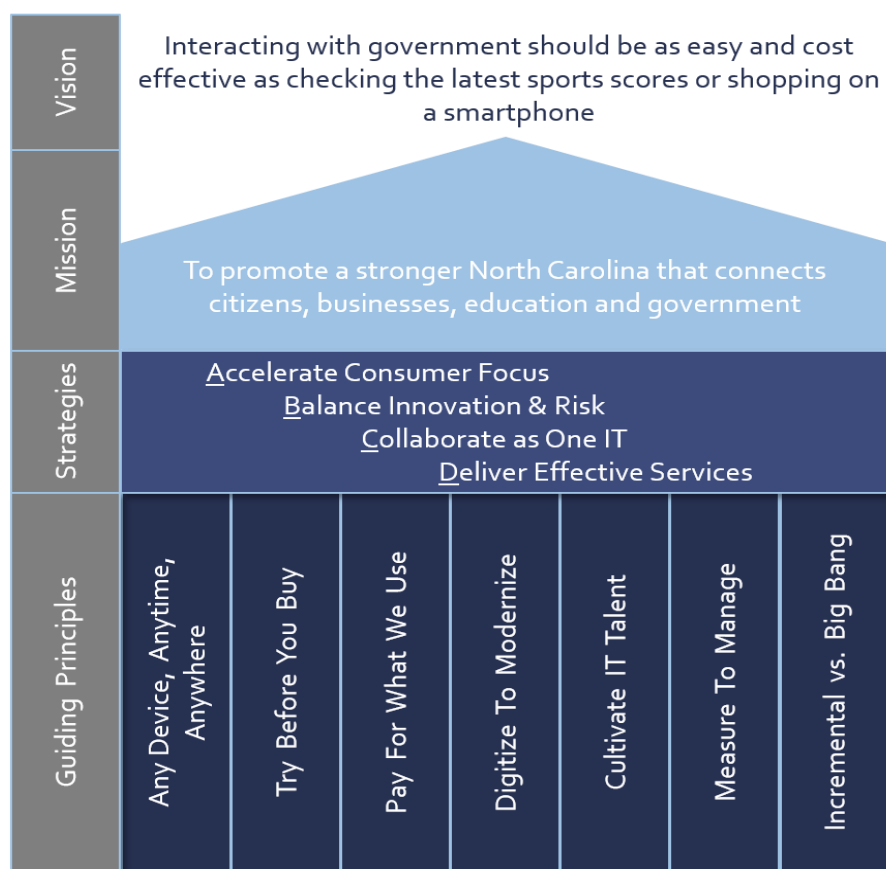
IT Vision, Mission, and Strategies

	Strategy	Intended to:
A.	Accelerate Consumer Focus	Embrace the consumerization of IT with a focus on the requirements of the consumer of technology
B.	Balance Innovation and Risk	Try newer technologies while managing enterprise risk
C.	Collaborate as One IT	Work as a team to accomplish our mission
D.	Deliver Effective Operations	Focus on achieving business outcomes through effective and efficient technology delivery

In addition to the seven guiding principles outlined above, the SCIO's Cabinet Unite IT Strategy focuses strongly on collaborative IT governance, big data and analytics (to include, but not limited to, work with GDAC and GIS), IT operations, and innovation.

The table below outlines the six IT business capabilities and five IT organizational capabilities highlighted in the Cabinet Unite IT Strategy.

Business Capabilities	Organizational Capabilities
Digital Focus	Collaborative IT Governance
Big Data and Analytics	Strategic Planning and Architecture
Enterprise Resource Planning	IT Program and Project Management
Application and Service Modernization	Innovation
Risk Management and Security	Talent Development and Management
IT Operations	

Please consider these areas, along with the seven guiding principles and your agency-specific goals and objectives when creating agency IT goals and objectives.

4 NCSBE VISION, MISSION, VALUES AND GOALS

4.1 AGENCY MISSION

The mission of the North Carolina State Board of Elections Information Technology (IT) department is to provide services that enable the election community to be successful in achieving their respective missions by providing quality, responsive and cost-effective information technology solutions.

4.2 AGENCY GOALS

- Promote and expand voter registration and participation by all qualified, eligible citizens of North Carolina in all elections through training for elections officials and education for voters about the voting process to maximize voter turnout.

- Educate and assist the public, candidates and political committee treasurers, county boards of election members and staff about campaign finance disclosure laws to increase political transparency and accountability through treasurer training, advisory opinions, and publications.

- Ensure fair elections and protect the constitutional rights of voters and candidates through equal application of Federal and State laws, the approval of all voting systems used in NC elections, review of campaign finance filings, and investigation of complaints.

- Facilitate voter registration through the maintenance of a statewide computerized voter registration system and the provision of voter registration information to each county to register all eligible voters.

5 NCSBE IT VISION, MISSION, AND VALUES

5.1 IT VISION

Information Technology department will be recognized as a high performance team providing technology excellence that advances elections, builds trust, cooperation and customer service in alignment with the North Carolina State Board of Election's mission and goals.

5.2 IT MISSION

The mission of the North Carolina State Board of Elections Information Technology (IT) department is to provide services that enable the election community to be successful in achieving their respective missions by providing quality, responsive and cost-effective information technology solutions.

5.3 IT VISION

Our Core Values drive and guide us as we serve the election community. As members of NCSBE, we are committed to:

- Collaboration: We are dedicated to a constructive, team-oriented environment, gathering varied perspectives, sharing knowledge, and building effective partnerships with key stakeholders.
- Continuous Improvement: We strive for operational excellence through the on-going development of the staff and the organization as a whole.
- Innovation: We encourage creative and critical thinking in the development of technology services and solutions.
- People: We listen to, respect, and care for staff and one another, both professionally and personally.
- Service: We strive to provide excellent service by being consistent, agile, reliable, and accessible to all.
- Transparency: We leverage open communications and thoughtful business processes to be accountable in our interactions and our work.

6 NCSBE IT GOALS, OBJECTIVES AND INITIATIVES

6.1 GOAL 1

Upgrade the Statewide Election Information Management System (SEIMS) application utilizing the remaining Help America Vote Act (HAVA) federal funds.

6.1.1 Objective 1

Centralize the SEIMS application. SEIMS is a client/server application that replicates all county server data to the statewide voter registration database real time. Each of the 100 counties has a server and all software installed locally on their client workstations. This has many advantages however; the SBE experience in upgrading and supporting SEIMS over the past several years confirms that this approach should be migrated from a decentralized to a more centralized approach over time.

6.1.1.1 Initiative 1

The elections division is currently working on an RFP to gather requirements and write a final RFP for the SEIMS upgrade.

6.1.2 Objective 2

Integrate GIS into the SEIMS application. SEIMS currently uses a manual process of researching maps and updating street ranges in the GEOCODE application of SEIMS to verify and assign jurisdictions to voters. Replacing this method with GIS will allow for seamless voter jurisdiction management, less data entry errors and almost seamless and instant redistricting for the future.

6.1.2.1 Initiative 1

The elections division is currently working on an RFP to gather requirements and write a final RFP for the SEIMS upgrade.

6.1.3 Objective 3

OCR/ICR document scanning. SEIMS currently allows users to scan in batches of documents with manual entry of the data from those documents. While users can review and data enter from the electronic image in the application, there is a need for faster data entry. One of the challenges is the need for Intelligent Character Recognition (ICR) since most of the forms we receive are hand written.

6.1.3.1 Initiative 1

The information technology division is currently researching and testing vendor applications for OCR/ICR scanning.

6.1.4 Objective 4

Upgrade development source code.   SEIMS is currently over 14 years old and some of the development source code is a few versions out of date.   The objective is to upgrade the SEIMS application small parts at a time until the RFP is approved and work is started.

6.1.4.1 Initiative 1

The elections division is currently working on an RFP to gather requirements and write a final RFP for the SEIMS upgrade.

6.2 GOAL 2

Upgrade and deploy Campaign Finance (CF) application to all counties.

6.2.1 Objective 1

Upgrade CF application and deploy to all counties.   CF is currently over 14 years old and some of the development source code is a few versions out of date.

6.2.1.1 Initiative 1

The IT development group is currently working on upgrading the CF application small parts at a time.   Once the SEIMS RFP work has begun, internal development will shift more internal staff to work on the CF application upgrade.

6.2.1.2 Initiative 1

During the upgrade of the CF application, development will also add in code and components to allow all county election workers to access the CF application.

6.3 GOAL 3

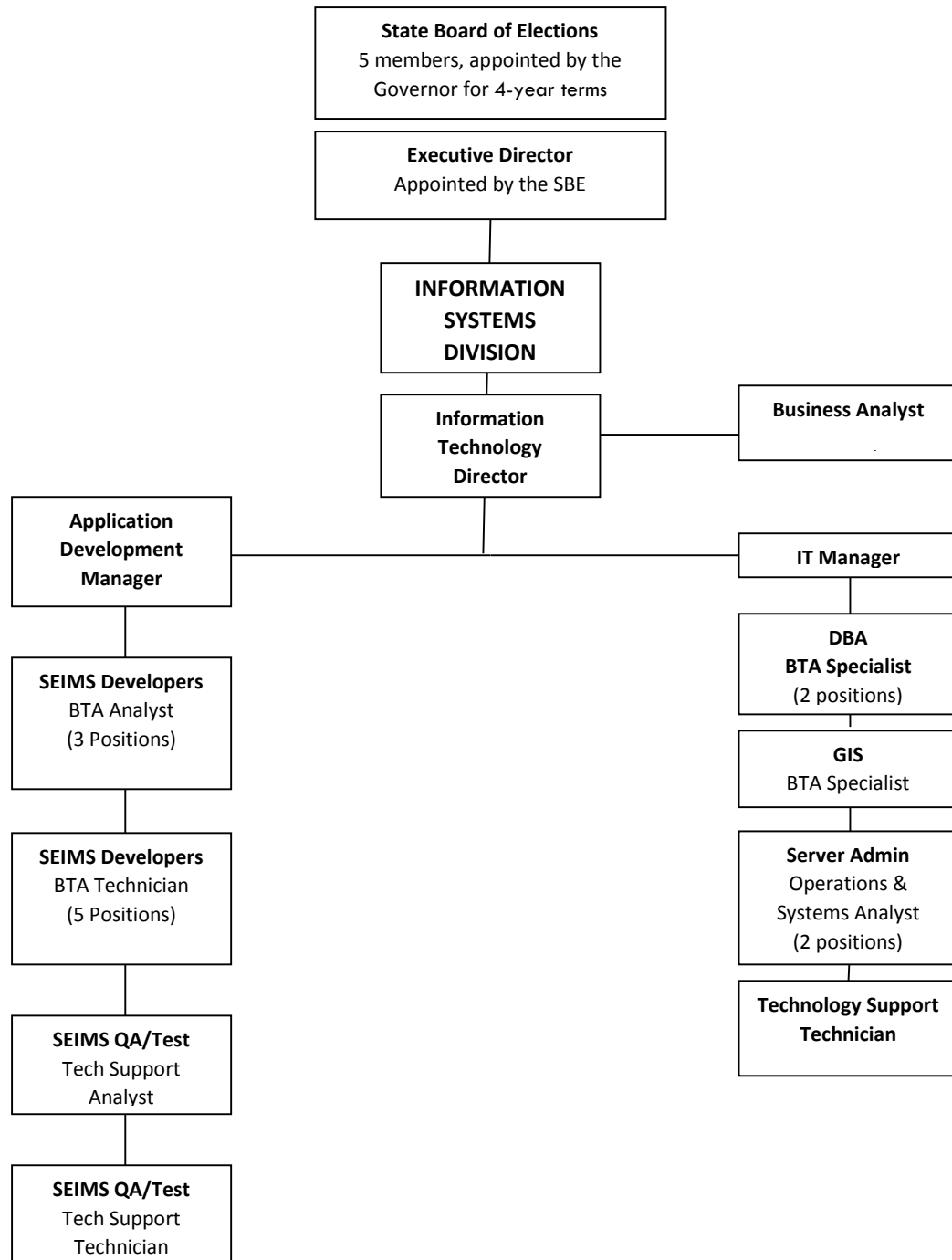Upgrade and deploy Campaign Finance (CF) remote/treasurer application.

6.3.1 Objective 1

Upgrade CF application and deploy to all campaign treasurers.

6.3.1.1 Initiative 1

The Campaign Finance division is currently working with the awarded vendor SOE software and researching other vendors on completing this project.

7 NCSBE IT ORGANIZATIONAL STRUCTURE (REPORTING STRUCTURE)

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                    │   State Board of Elections   │
                    │ 5 members, appointed by the  │
                    │  Governor for 4-year terms   │
                    └─────────────────────────────┘
                    ┌─────────────────────────────┐
                    │      Executive Director      │
                    │      Appointed by the SBE    │
                    └─────────────────────────────┘
                    ┌─────────────────────────────┐
                    │        INFORMATION           │
                    │          SYSTEMS             │
                    │          DIVISION            │
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State Board of Elections
5 members, appointed by the Governor for 4-year terms

Executive Director
Appointed by the SBE

INFORMATION SYSTEMS DIVISION

Information Technology Director — **Business Analyst**

Application Development Manager — **IT Manager**

SEIMS Developers
BTA Analyst
(3 Positions)

DBA
BTA Specialist
(2 positions)

SEIMS Developers
BTA Technician
(5 Positions)

GIS
BTA Specialist

SEIMS QA/Test
Tech Support Analyst

Server Admin
Operations & Systems Analyst
(2 positions)

SEIMS QA/Test
Tech Support Technician

Technology Support Technician

8 ADDITIONAL AGENCY REQUIREMENTS

8.1 INNOVATIVE FUNDING SOLUTIONS

None, NCSBE is a non-receipt based agency and part of general government.

8.2 OPPORTUNITIES FOR STATEWIDE INITIATIVES

Currently NCSBE maintains a statewide, geocoded residential address database that is continuously updated and maintained by our agency and all 100 county boards of elections.

Appendix A: List of Major IT Projects

This purpose of this section is to provide list of major IT projects and applications (>$250,000) that are in progress or planned in this biennium. The table below maps each project to overall goals and strategies.

Project Name	Short Description	Related Goals and Objectives	Summary of Anticipated Benefits	Approximate Timeframe
SEIMS Rewrite		Goal #1	GIS integration, simplified redistricting, data quality, centralization.	To complete in 2017
CF application		Goal #2	Deployment of campaign finance application to all counties	To complete in 2017
CF remote / treasurer application		Goal #3	Upgraded public application for all campaign finance treasurers	To complete in 2016

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